

UNITED STATES POSTAL SERVICE
SAN ANTONIO DISTRICT



DISTRICT INSTRUCTION

NUMBER CSS-95-BC/S-011	EFFECTIVE DATE January 21, 1995	ORIGINATING UNIT/TELEPHONE NUMBER Business Center (210) 657-8578
SUBJECT Express Mail Shortpays		FUNCTIONAL AREA MANAGER APPROVAL <i>Ray O. Garcia</i> Ray O. Garcia Actg. Mgr., Customer Service Support

I. PURPOSE:

In order to handle shortpaid Express Mail correctly, the following process has been established.

II. PROCEDURES/RESPONSIBILITIES:

- A. Adhesive or Meter Stamps - If any Express Mail Next Day or Same Day Airport Service item is found to have insufficient postage affixed (when the postage has been paid by adhesive or meter stamps, including official stamps or meter stamps), an attempt must be made to contact the mailer and correct the deficiency prior to dispatch. If the mailer cannot immediately correct the deficiency, the following must be done:
1. The acceptance clerk will stamp "POSTAGE DUE" and the amount on the Finance copy, and the Customer Receipt copy, as appropriate;
 2. The acceptance clerk will dispatch the Express Mail item;
 3. The acceptance clerk will stamp "POSTAGE DUE" and the amount on the EP-13B envelope when the customer receipt is returned. The carrier will collect the deficient postage and fees. (The origin office may choose to send a letter of explanation requesting the deficient postage and fees to the customer in lieu of the carrier collecting it. Sample attached.) The EMRS will calculate/record proper Express Mail postage using label type, origin and destination ZIP Codes and weight for each item. This is done at the time that the label information is entered into the EMRS.

Electronic Manifesting Reporting System

EXHIBIT

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- B. Express Mail Corporate Account/Federal Gov't Account - If a customer mails an item, paying by either Express Mail Corporate Account or Federal Government postage and fees paid indicia, and incorrectly writes in the postage, do not mark the customer receipt "Postage Due". The EMRS will calculate/record proper Express Mail postage using label type, origin and destination ZIP Code and weight for each item. This will be done at the time that the label information is entered into the EMRS. The appropriate account will then be debited.
- C. Express Mail Custom Designed Service - If any Custom Designed Express Mail item is found to have insufficient postage affixed or the weight incorrectly entered (when the postage has been paid by adhesive [including official stamps] or meter stamps), an attempt must be made to contact the mailer and correct the deficiency prior to dispatch. If the mailer cannot immediately correct the deficiency, the following must be done:
1. The acceptance clerk will verify the weight entered on Form 5625 by the customer. If weight is incorrect, the clerk will circle the figure and enter the correct weight on the Form 5625. For collection of deficient prepaid Custom Designed articles, follow instructions in II.A.3. of this instruction.
 2. The acceptance clerk will promptly dispatch the Express Mail item after verification/correction.
 3. The EMRS data entry clerk will enter the corrected weight and the applied postage and fees into the EMRS. The EMRS over/under payment report will indicate the amount of the postage shortpaid.
- D. Undeliverable Express Mail Shipments - For shortpaid items undeliverable for any reason, return to sender and deliver on payment of the deficient postage (if this has not already been done). Returned Express Mail items which do not bear a return address will be disposed of in accordance with DMM F010.8.1. See DMM P011.1.2 for nonpayment procedures.

- E. Mailable Matter Not Bearing Postage Found in the Mail -
For nonpostal mail found in the Postal Service collection
boxes or other receptable or mailing areas, refer to DMM
P011.1.4.
- F. Refer to DM 201.132 (insufficient prepayment).

Ray O Garcia
RAY O GARCIA
ACTING MANAGER CUSTOMER SERVICE SUPPORT
SAN ANTONIO DISTRICT
8930 FOURWINDS DR STE 103
SAN ANTONIO TX 78284-9996

UNITES STATES POSTAL SERVICE
SAN ANTONIO DISTRICT

DATE

Dear _____:

This notice is to inform you that you have mailed Express Mail item
_____ with insufficient postage.

The correct postage = _____

The postage paid = _____

The postage due = _____

Please return a meter strip, stamps, or check for the amount of postage due, with this letter, and return in the envelope provided. Please do not send cash.

Your Express Mail was not delayed due to the lack of postage, please do not delay your postage due payment. If you have any questions concerning this Express Mail item, please contact our office at _____.

Thank you for choosing Express Mail.

Name
Customer Service Manager

Enclosures